UNITED STATES PATENT AND TRADEMARK OFFICE

APPLICATION NO.	FILING DATE	FIRST NAMED INVENTOR	ATTORNEY DOCKET NO.	CONFIRMATION NO.
09/523,853	03/13/2000	Hadi Partovi	418268640US8	6249

45979   7590   02/05/2008

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EXAMINER
NGUYEN, QUANG N

ART UNIT	PAPER NUMBER
2141	

MAIL DATE	DELIVERY MODE
02/05/2008	PAPER

Please find below and/or attached an Office communication concerning this application or proceeding.

The time period for reply, if any, is set in the attached communication.

	Application No.	Applicant(s)
Office Action Summary	09/523,853	PARTOVI ET AL.
	Examiner	Art Unit	
	Quang N. Nguyen	2141	

-- The MAILING DATE of this communication appears on the cover sheet with the correspondence address --

Period for Reply

A SHORTENED STATUTORY PERIOD FOR REPLY IS SET TO EXPIRE <u>3</u> MONTH(S) OR THIRTY (30) DAYS, WHICHEVER IS LONGER, FROM THE MAILING DATE OF THIS COMMUNICATION.
- Extensions of time may be available under the provisions of 37 CFR 1.136(a). In no event, however, may a reply be timely filed after SIX (6) MONTHS from the mailing date of this communication.
- If NO period for reply is specified above, the maximum statutory period will apply and will expire SIX (6) MONTHS from the mailing date of this communication.
- Failure to reply within the set or extended period for reply will, by statute, cause the application to become ABANDONED (35 U.S.C. § 133).
  Any reply received by the Office later than three months after the mailing date of this communication, even if timely filed, may reduce any earned patent term adjustment. See 37 CFR 1.704(b).

Status

1)☒ Responsive to communication(s) filed on <u>29 November 2007</u>.

2a)☒ This action is **FINAL**.   2b)☐ This action is non-final.

3)☐ Since this application is in condition for allowance except for formal matters, prosecution as to the merits is closed in accordance with the practice under *Ex parte Quayle*, 1935 C.D. 11, 453 O.G. 213.

Disposition of Claims

4)☒ Claim(s) <u>26-52</u> is/are pending in the application.

    4a) Of the above claim(s) _____ is/are withdrawn from consideration.

5)☐ Claim(s) _____ is/are allowed.

6)☒ Claim(s) <u>26-52</u> is/are rejected.

7)☐ Claim(s) _____ is/are objected to.

8)☐ Claim(s) _____ are subject to restriction and/or election requirement.

Application Papers

9)☐ The specification is objected to by the Examiner.

10)☒ The drawing(s) filed on <u>13 March 2000</u> is/are: a)☒ accepted or b)☐ objected to by the Examiner.

    Applicant may not request that any objection to the drawing(s) be held in abeyance. See 37 CFR 1.85(a).

    Replacement drawing sheet(s) including the correction is required if the drawing(s) is objected to. See 37 CFR 1.121(d).

11)☐ The oath or declaration is objected to by the Examiner. Note the attached Office Action or form PTO-152.

Priority under 35 U.S.C. § 119

12)☐ Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).

    a)☐ All   b)☐ Some * c)☐ None of:

       1.☐ Certified copies of the priority documents have been received.

       2.☐ Certified copies of the priority documents have been received in Application No. _____ .

       3.☐ Copies of the certified copies of the priority documents have been received in this National Stage application from the International Bureau (PCT Rule 17.2(a)).

    * See the attached detailed Office action for a list of the certified copies not received.

Attachment(s)

1)☐ Notice of References Cited (PTO-892)

2)☐ Notice of Draftsperson's Patent Drawing Review (PTO-948)

3)☐ Information Disclosure Statement(s) (PTO/SB/08)
    Paper No(s)/Mail Date _____ .

4)☐ Interview Summary (PTO-413)
    Paper No(s)/Mail Date. _____ .

5)☐ Notice of Informal Patent Application

6)☐ Other: _____ .

Detailed Action

1.   This Office Action is in responsive to the Amendment filed on 11/29/2007.

Claims 26, 27, 29, 30, 33, 35-45 and 52 have been amended. Claims 26-52 remain

pending for examination.

Claim Rejections - 35 USC § 103

2.   The following is a quotation of 35 U.S.C. 103(a) which forms the basis for all

obviousness rejections set forth in this Office action:

> (a) A patent may not be obtained though the invention is not identically disclosed or described as set
> forth in section 102 of this title, if the differences between the subject matter sought to be patented and
> the prior art are such that the subject matter as a whole would have been obvious at the time the
> invention was made to a person having ordinary skill in the art to which said subject matter pertains.
> Patentability shall not be negatived by the manner in which the invention was made.

3.   **Claims 26-52 are rejected under 35 U.S.C. 103(a) as being unpatentable**

over Ksiazek (US 6,597,765), in view of Albal et al. (US 2003/0147518), hereinafter

"Albal".

4.   As to claim 26, **Ksiazek** teaches a method performed by a voice portal,

comprising:

receiving a call from a caller, where the call includes identifying information *(i.e.,*

receiving an incoming call with the associated ANI information) **(Ksiazek, col. 3, lines**

43-55);

identifying a first voice character, based on the identifying information, to be used by the voice portal when audibly interacting with the caller *(based on the associated ANI information, the OSPS 26 determines the appropriate assigned operator language services including operator service announcements, wording, intonation, branding, i.e., voice character, for the call)* **(Ksiazek, col. 3, lines 43-55)**.

However, **Ksiazek** does not explicitly teach detecting a speaking voice associated with the caller through the voice portal interaction with the caller; identifying a second voice character based on the detected speaking voice associated with the caller; and changing from the first voice character to the second voice character when further audibly interacting with the caller.

In an analogous art, **Albal** teaches detecting a speaking voice associated with the caller through the voice portal interaction with the caller *(the automatic speech recognition unit "ASR" 254 processes the speech inputs from the user to determine/identify the user speech pattern)* **(Albal, paragraph [0066])**;

identifying a second voice character based on the detected speaking voice associated with the caller *(i.e., in response to the detected user speech pattern determined/identified by the "ASR" 254 above, the communication node 212 can provide various dialog voice personalities such as a female voice, a male voice, etc., and can implement various grammars to detect and respond to the audio inputs from the user)* **(Albal, paragraph [0047])**; and

changing from the first voice character to the second voice character when further audibly interacting with the caller *(after retrieving the information, the application*

server 242 processes the retrieved information and provides/outputs the information to
the user according to one of various dialog voice personalities selected and provided by
the communication node 212 in response to the audio inputs from the user, i.e., outputs
the information according to a second voice character based on the identified caller's
speech pattern) **(Albal, paragraphs [0047], [0066] and [0074])**.

Therefore, it would have been obvious to one having ordinary skill in the art at
the time the invention was made to combine the teachings of **Albal** and **Ksiazek** to
achieve the claimed invention since both references are directed to communications
systems providing multi-language access with multiple variations services to the user,
hence, would be considered to be analogous based on their related fields of endeavor.

One would be motivated to do so to provide various services and capabilities to a
user/caller by enhancing the ability of voice processing system to interact with the user
in a user-friendly environment such as interacting with the user in the user-preferred
language, speech pattern, intonation, etc., according to the user's location, identification
and/or actions **(Albal, paragraph [0015])**.

5.   As to claim 27, **Ksiazek-Albal** teaches the method of claim 26, further
comprising determining a locale associated with the call based on the identifying
information *(i.e., based on the associated ANI information such as the identified country*
code, area code, and prefix information, the caller's number can identify a locale such
as a city, state, country, and/or a particular location such as a hospital, a nursing home,

a hotel, an airport, etc) **(Albal, paragraph [0021])**. The same motivations regarding the obviousness of claim 26 is also applied equally well to claim 27.

6.   As to claim 28, **Ksiazek-Albal** teaches the method of claim 27, wherein identifying a first voice character includes determining the first voice character as a voice character associated with the determined locale *(based on the associated ANI information, the OSPS 26 determines the appropriate assigned operator language services including operator service announcements, wording, intonation, branding, i.e., voice character, for the call)* **(Ksiazek, col. 3, lines 43-55)**.

7.   As to claim 29, **Ksiazek-Albal** teaches the method of claim 27, further comprising presenting prompts to the caller based on the determined locale *(i.e., providing the appropriate assigned operator language services, greetings, announcements to the caller based on the ANI information)* **(Ksiazek, col. 3, lines 43-55 and col. 4, lines 3-13)**.

8.   As to claim 30, **Ksiazek-Albal** teaches the method of claim 26, further comprising determining a type of communication device used by the caller based on the identifying information *(the communication node 212 can automatically identify the user or the type of the user's communication device through the use of Automatic Number Identification "ANI" or Caller Line Identification "CLI")* **(Albal, paragraph [0048])**. The

same motivations regarding the obviousness of claim 26 is also applied equally well to claim 30.

9.   As to claim 31, **Ksiazek-Albal** teaches the method of claim 30, wherein identifying a first voice character includes determining the first voice character based on the determined type of communication device used by the caller *(the communication node 212 can automatically select a voice character from various dialog voice personalities and/or select various speech recognition models based upon the user's communication device)* **(Albal, paragraphs [0047-0048])**. The same motivations regarding the obviousness of claim 26 is also applied equally well to claim 31.

10.   As to claim 32, **Ksiazek-Albal** teaches the method of claim 26, further comprising determining actions of the caller during the voice portal interaction with the caller *(enabling the user to selectively change the assigned language for the telephone call via the prompt: "To change the assigned language for the telephone operator services, please select the language you wish to use. Press *71 for English, press *72 for Spanish, press *73 for French, etc)* **(Ksiazek, col. 4, lines 3-13)**.

11.   As to claim 33, **Ksiazek-Albal** teaches the method of claim 32, wherein identifying a second voice character includes determining the second voice character based on the detected speaking voice associated with the caller and the determined actions of the caller *(enabling the user to selectively change the assigned language for the telephone call via the prompt: "To change the assigned language for the telephone*

operator services, please select the language you wish to use. Press *71 for English,

press *72 for Spanish, press *73 for French, etc., i.e., *determining the voice character*

based on the determined actions of the caller) **(Ksiazek, col. 4, lines 3-13)**.

12.   As to claim 34, **Ksiazek-Albal** teaches the method of claim 26, further

comprising permitting the caller to select a third voice character; and changing from the

second voice character to the third voice character when further audibly interacting with

the caller *(enabling the user to selective change the assigned default language for the*

telephonic call via the prompt: "To change the assigned language for the telephone

*operator services, please select the language you wish to use. Press *71 for English,*

*press *72 for Spanish, press *73 for French, etc.," and any suitable prompt to initiate the*

caller to selectively choose a desired language for operator services may be employed)

(Ksiazek, col. 4, lines 3-13).

13.   Claims 35-43 are corresponding system claims of method claims 26-34;

therefore, they are rejected under the same rationale.

14.   Claims 44-48 are corresponding system claims of method claims 26 and 29-32;

therefore, they are rejected under the same rationale.

15.   As to claim 49, **Ksiazek-Albal** teaches the system of claim 48, wherein the voice

portal is further configured to determine the different voice character based on the

determined actions of the caller *(enabling the user to selective change the assigned*

default language for the telephonic call via the prompt: "To change the assigned

language for the telephone operator services, please select the language you wish to

use. Press *71 for English, press *72 for Spanish, press *73 for French, etc.") **(Ksiazek,**

col. 4, lines 3-13).

16.   As to claim 50, **Ksiazek-Albal** teaches the system of claim 44, wherein the voice

portal is further configured to detect a speaking voice associated with the caller while

audibly interacting with the caller *(the automatic speech recognition unit "ASR" 254*

processes the speech inputs from the user to determine/identify the user speech

pattern) **(Albal, paragraph [0066])**; and determine the different voice character based

on the detected speaking voice *(i.e., in response to the detected user speech pattern*

determined/identified by the "ASR" 254 above, the communication node 212 can

provide various dialog voice personalities such as a female voice, a male voice, etc.,

and can implement various grammars to detect and respond to the audio inputs from

the user) **(Albal, paragraph [0047])**. The same motivations regarding the obviousness

of claim 26 is also applied equally well to claim 50.

17.   As to claim 51, **Ksiazek-Albal** teaches the system of claim 44, wherein the voice

portal is further configured to permit the caller to select the different voice character

(enabling the user to selective change the assigned default language for the telephonic call via the prompt: "To change the assigned language for the telephone operator services, please select the language you wish to use. Press *71 for English, press *72 for Spanish, press *73 for French, etc.") **(Ksiazek, col. 4, lines 3-13)**.

18.   As to claim 52, **Ksiazek-Albal** teaches a method, comprising:

receiving a call from a caller, where the call includes identifying information *(i.e., receiving an incoming call with the associated ANI information)* **(Ksiazek, col. 3, lines 21-55)**;

identifying a first voice character based on the identifying information *(based on the associated ANI information, the OSPS 26 determines the appropriate assigned operator language services for the call)* **(Ksiazek, col. 3, lines 21-55)**;

providing audible prompts to the caller in a speech pattern based on the first voice character *(i.e., providing the appropriate assigned operator language services, greetings, announcements to the caller)* **(Ksiazek, col. 3, lines 43-55 and col. 4, lines 3-13)**;

detecting a speaking voice associated with the caller *(the automatic speech recognition unit "ASR" 254 processes the speech inputs from the user to determine/identify the user speech pattern)* **(Albal, paragraph [0066])**;

identifying a second voice character based on the detected speaking voice associated with the caller *(i.e., in response to the detected user speech pattern determined/identified by the "ASR" 254 above, the communication node 212 can*

provide various dialog voice personalities such as a female voice, a male voice, etc.,

and can implement various grammars to detect and respond to the audio inputs from

the user) **(Albal, paragraph [0047])**; and

provding further audible prompts to the caller in a speech pattern based on the

second voice character *(the application server 242 retrieves the information, processed*

the retrieved information and provides/outputs the information to the user according to

one of various dialog voice personalities selected and provided by the communication

node 212 in response to the audio inputs from the user, i.e., outputs the information

according to a second voice character based on the identified caller's speech pattern)

(Albal, paragraphs [0047], [0066] and [0074]).

The same motivations regarding obviousness of claim 26 is also applied equally

well to claim 52.

Response to Arguments

19.   In the Remarks, Applicants argued in substance that

(A)   **Albal** does not disclose *"identifying a second voice character using the*

detected speaking voice" and *"changing from a first voice character to the second voice*

character", as recited in page 10 of the Remarks.

As to point (**A**), Examiner respectfully disagrees noting that at paragraph [0066],
Albal discloses:

"The ASR unit 254 of the VRU server 234 **provides speaker dependent or independent
automatic speech recognition of speech inputs or communications from the user.** It is contemplated
that the ASR unit 254 <u>can include speaker dependent speech recognition.</u> The ASR unit 254
processes the speech inputs from the user to determine whether a word or **a speech pattern** matches
any of the grammars or vocabulary stored in the database server unit 244 or downloaded from the voice
browser. When the ASR unit 254 **identifies a selected pattern of the speech inputs,** the ASR unit 254
**sends an output signal to implement the specific function associated with the recognized voice
pattern.** The ASR unit 254 is preferably a speaker independent speech recognition software package,
Model No. RecServer, available from Nuance Communications. **It is contemplated that <u>the ASR unit can
be any suitable speech recognition unit to detect voice communications from a user</u>.**"

Hence, **Albal** does teach *"detecting a speaking voice associated with the caller
through the voice portal interaction with the caller"*, as claimed in the invention.   In
addition, at paragraph [0047], **Albal** discloses:

"The node 212 can **provide various dialog voice personalities (i.e., a female voice, a male
voice, etc.) and can implement various grammars (i.e., vocabulary) to detect and** <u>respond to the
audio inputs from the user</u>. In addition, the communication node can automatically select various speech
recognition models (i.e., an English model, a Spanish model, an English accent model, etc.) based upon a
user profile, the user's communication device, and/or the user's speech patterns. The communication node
212 can also allow the user to select a particular speech recognition model."

Since **Albal** clearly discloses *"the ASR unit 254 processes the speech inputs
from the user to determine the user's speech pattern"*, *"the ASR unit 254 implements
specific functions associated with the recognized/detected voice pattern"* (**paragraph
[0066]**) and *"the node 212 can provide various dialog voice personalities (i.e., a female
voice, a male voice, etc.) and can implement various grammars (i.e., vocabulary) to*

detect and respond to the audio inputs from the user" (paragraph [0047]), Examiner

respectfully submits that one ordinary skill in the art would have duly recognized that

Albal's disclosed mechanism for processing the speech inputs from the user to

determine the user's speech pattern and providing/implementing various dialog voice

personalities (i.e., a female voice, a male voice, etc.) and various grammars (i.e.,

vocabulary) to respond to the audio inputs from the user amounts to *"identifying and*

changing to a second voice character using the detected speaking voice associated

with the caller", as claimed in the invention.

(B)   *"References cannot be combined where references teach away from their*

combination (MPEP 2145 X.D.2) since it is improper to combine references where the

references teach away from their combination. In re Grasselli, 713 F.2d 731, 743, 218

USPQ 769, 779 (Fed. Cir. 1983)", as recited in page 12 of the Remarks.

As to point **(B)**, Examiner respectfully submits that "A prior art reference that

"teaches away" from the claimed invention is a significant factor to be considered in

determining obviousness; however, "the nature of the teaching is highly relevant and

must be weighted in substance. A known or obvious composition does not become

patentable simply because it has been described somewhat inferior to some other

product for the same use." *In re Gurley*, 27 F.3d 551, 554, 31 USPQ2d 1130, 1132

(Fed. Cir. 1994).

Furthermore, Examiner respectfully submits that in view of the Supreme Court's

recent opinion in *KSR Int'l Co. v. Teleflex Inc.*, "What matters is the objective reach of

the claim. If the claim extends to what is obvious, it is invalid under U.S.C 103." *KSR*

Int'l Co. v. Teleflex, Inc., 127 S. Ct. 1727, 1742 (2007). To be nonobvious, an

improvement must be "more than the predictable use of prior art elements according to

their established functions." *Id.* at 1740. In *KSR*, the Supreme Court reaffirmed that

"[w]hen a patent 'simply arranges old elements with each performing the same function

it had been known to perform' and yields no more than one would expect from such an

arrangement, the combination is obvious." *KSR*, 127 S. Ct. 1740 (quoting *Sakraida v.

Ag Pro, Inc.*, 425 U.S. 273, 282 (1976)). Moreover, "[w]hen there is a design need or

market pressure to solve a problem and there are a finite number of identified,

predictable solutions, a person of ordinary skill has good reason to pursue the known

options within his or her technical grasp. If this leads to the anticipated success, it is

likely the product ... of ordinary skill and common sense." *KSR*, 127 S. Ct. at 1742.

Conclusion

20.   Applicant's arguments as well as request for reconsideration filed on 11/29/2007

have been fully considered but they are not deemed to be persuasive.

21.   **THIS ACTION IS MADE FINAL.** Applicant is reminded of the extension of time
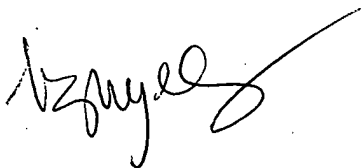
policy as set forth in 37 CFR 1.136(a).

A shortened statutory period for reply to this final action is set to expire THREE

MONTHS from the mailing date of this action. In the event a first reply is filed within

TWO MONTHS of the mailing date of this final action and the advisory action is not

mailed until after the end of the THREE-MONTH shortened statutory period, then the

shortened statutory period will expire on the date the advisory action is mailed, and any

extension fee pursuant to 37 CFR 1.136(a) will be calculated from the mailing date of

the advisory action. In no event, however, will the statutory period for reply expire later

than SIX MONTHS from the mailing date of this final action.

22.   Any inquiry concerning this communication or earlier communications from the examiner should be directed to Quang N. Nguyen whose telephone number is (571) 272-3886.

If attempts to reach the examiner by telephone are unsuccessful, the examiner's SPE, Rupal Dharia, can be reached at (571) 272-3880. The fax phone number for the organization is (571) 273-8300.

Information regarding the status of an application may be obtained from the Patent Application Information Retrieval (PAIR) system. Status information for published applications may be obtained from either Private PAIR or Public PAIR. Status information for unpublished applications is available through Private PAIR only. For more information about the PAIR system, see http://pair-direct.uspto.gov. Should you have questions on access to the Private PAIR system, contact the Electronic Business Center (EBC) at 866-217-9197 (toll-free). If you would like assistance from a USPTO Customer Service Representative or access to the automated information system, call 800-786-9199 (IN USA OR CANADA) or 571-272-1000.

Quang N. Nguyen
Primary Examiner AU – 2141
February 01st, 2008